North Central
Regional Transit District
Job Description

Title:	Transit & Maintenance Operations Director	**Code:**	**200**
Division:	Operations Administration	**Effective Date:**	03/2016
Department:	Operations	**Last Revised:**	**02/2016**

GENERAL PURPOSE

Provides a variety of **professional managerial and administrative duties** related to planning, organizing, directing and coordinating the day-to-day delivery of transportation services for fixed route, express, commuter, demand and para-transit services; including central dispatch/customer services and fleet and facility maintenance operations. Ensures efficient, safe and State and Federal compliant services to the public. This is an "At-Will" classification which means the Transit and Maintenance Operations Director serves at the will of the Executive Director and may be removed at any time without cause, notice, or right of appeal.

SUPERVISION RECEIVED

Works under the policy guidance and direction of the Executive Director.

SUPERVISION EXERCISED

Provides general supervision to the Fleet & Facilities Manager, Transit Supervisor(s) and assigned support staff as needed.

ESSENTIAL FUNCTIONS

Manages, plans, coordinates, and evaluates the delivery of District-wide transportation services; oversees all supervisory personnel in transportation and maintenance to ensure the effective assigning, scheduling and dispatching of bus drivers and vehicles and maintenance of fleet and facilities; conducts special projects, performs analyses and develops plans as requested by Executive Director.

Develops and implements transportation service goals, objectives, policies, procedures and work plans; manages complex data analysis projects, oversees the maintenance of related records systems and databases for transportation delivery tracking and research purposes, and administers complex programs and assigned projects; oversees and monitors the tracking and recording of ridership on all routes as well as total annual ridership for monthly reporting.

Prepares and administers the budget for the transit and facility and fleet maintenance divisions; identify and research the sources of funding and monitor and comply with funding requirements.

Manages the work of staff including coaching staff for improvement and development, training, assigning, reviewing and evaluating work performance; coordinating activities, maintaining standards, allocating personnel, selecting new employees, acting on employee problems and recommending and implementing employee discipline.

Monitor staff compliance with policies and procedures; as well as local, state and federal rules and regulations; manages the proper maintenance of employee record's and department statistics related to assigned operations.

Directs operators and other assigned staff during emergencies or critical situations, equipment breakdowns and service delays; may serve as the Districts representative and liaison at city or county emergency operations command centers if requested.

Communicates, implements, and monitors adherence to OSHA regulations, as well as OSHA Regulations in support of District safety programs and policies.

Perform tasks associated with Federal and DOT reporting requirements, including, but are not limited to, providing oversight relative to the Drug and Alcohol program reporting requirements; providing preparation for annual site visits, including review of policies and procedures in the TOPPS, SSEPP plan, and Operations Profile and the preparation of a response to DOT when annual review report is received.

Supports activities related to the development of transit/transportation plans and programs, supports strategic planning and the development and implementation of short term and long range goals, in guiding decisions regarding the provision of the transit services with insight into operational/functional impacts.

Coordinates with Public Information Office to promote new routes and major changes that offer the greatest opportunity for increased ridership; supervises and investigates and resolves customer complaints.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

   A. A Bachelor's degree from an accredited four-year college or university in Transportation, Public Administration, Transportation Planning, Business Administration or directly related field;

   AND

   B. Eight (8) years of increasingly responsible experience in transit operations, three (3) years of which in a supervisory capacity;

   OR

   C. An equivalent combination of education and experience.

2. Knowledge, Skills and Abilities:

   Thorough Knowledge of transit system operations, including principles of organization, routing and scheduling; principles and practices of supervision including employee relations, performance evaluation, employee motivation and training, delegation and employee discipline; Federal, State and local laws, legislative mandates, regulations, policies and guidelines related to the operation of a public transit system; principles and practices of safe working practices in transit operations; experience in manual and automated schedule making, run cutting techniques and rostering; methods and techniques of researching and interpreting data and information; transit planning and transit scheduling including transit demand modeling; multimodal networks and alternative transit modes; principles and practices of public transit systems; high quality customer methodologies and principals.

   Considerable skill in the art of diplomacy and cooperative problem solving. **Skill in** computer software programs including MS Word, Excel, Outlook, and PowerPoint; operating audio visual equipment; public speaking; math skills; English and grammar skills; methods and techniques of researching and interpreting data and information.

   Ability to maintain confidentiality related to all privileged documents and information; Plan and supervise the work of subordinate staff including coordinating, prioritizing, assigning, monitoring, and evaluating work; hiring, training, counseling, disciplining staff and processing grievances; analyze and recommend solutions to complex operational and personnel problems and issues; make sound decisions, establish and maintain procedures or effective daily operation of the transit system; operate a computer including word processing, spread sheet and database applications; perform basic mathematical calculations; develop and monitor a department and divisional budgets and establish budgetary controls; prepare concise and effective

written communications; manage multiple projects and operations simultaneously; work independently under time deadlines and within project budget; maintain credibility while balancing competing demands within the District; build and maintain effective working relationships with those contacted in the course of work using principles of good customer service; make public presentations and communicate effectively both orally and writing; establish and maintain effective and cooperative working relationships with District Employees, member entities and the general public; exercise independent judgment in the analysis and solution of complex service delivery and scheduling issues.

3. Special Qualifications:

Must possess a valid Driver's License with a satisfactory driving record. Must be able to obtain a CDL license within one year of employment with the District. Must be able to work with no advance notice additional hours, evenings, on-call, holidays and weekends and be able to travel. This position is deemed to be a safety sensitive position under FTA drug and alcohol regulations, and therefore is subject to random drug testing.

4. Work Environment:

Incumbent of the position generally performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities, generally involve moderate muscular strain, such as walking, standing, stooping, sitting, reaching and lifting. Must be able to lift 20 lbs. Regular talking, hearing and seeing required in the normal course of performing the job. Common eye, hand and finger dexterity required to perform various essential functions. Mental application utilizes memory for details, listening, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Frequent travel required in normal course of job performance.

PROFESSIONAL STANDARDS AND VALUES

At North Central Regional Transportation District, we offer services as a team of respectful, qualified professionals. Our customers come first. They are our neighbors. We believe that the following **Professional Standards** are crucial for you to embody if we are going to be a match as employer and employee.

We Value
Professional Excellence

Neighborly
Communication
Respectful
Trustworthy
Dedicated

In addition to being competent in the essential functions outlined above and minimum qualifications outlined below, you have an important professional role to play in NCRTD. To fill that role, you are expected to practice the following attitudes and behaviors while at work.

- ✓ Remain a professional, balanced, respectful, problem-solver, even under stress or when out of your comfort zone.

- ✓ Demonstrate trustworthy behavior and speech (personal integrity and professional competence, do what you say you will do, be dependable, be accountable, act as a contributing member of our professional team).

- ✓ Show respect for coworkers and customers (be attentive, recognize others' contributions and concerns, maintain the dignity of all people, empathize, honor differences, build rapport when possible and forgiveness where necessary).

- ✓ Keep a positive, "can do" attitude toward tasks, coworkers, management and customers.

- ✓ Communicate coherently (listen to understand, speak to be understood, no blaming, ask questions).

- ✓ Demonstrate flexibility in the face of changes and new ideas (understand why changes are being made, ask questions about them when necessary, give them a chance and offer feedback where appropriate).

- ✓ Be a steward (1) of our organization's resources (avoid waste, suggest cost saving ideas, take care of things by keeping them clean and the area safe); and (2) of your personal career (identify one or two areas of growth, learning or certification to pursue every year).